

Record Request 330 Attachment 3
 Trouble Tickets for CLEC-Reported Pre-Order Interface Problems
 Legend

Interface Unavailable	EXPLANATION
yes	Agreed this was a Preorder interface outage
No - CLEC issue	Issue on CLEC side of the interface, excluded from metric.
No - Transaction-specific	Problem based on a specific transaction, interface still available, excluded from metric.
No - Slow response	Slow response, interface still available, excluded from metric.
No - No problem detected.	No problem was detected from the Verizon side of the interface.
No - Back-end shared OSS unavailable	Back-end shared OSS unavailable - interface still available, excluded from metric.
No - Not preorder	Trouble reported was not related to pre-order transactions.

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April 2000

Lead Ticket	Date	Interface Unavailable	Reason/ Resolution	Related Tickets
14708	4/1/2000	No - CLEC issue	CLECs accessed EGW01, 04 & 05 which was decommissioned.	14798, 14709 14710
14937	4/3/2000	yes	Multiple CLECs unable to access Web GUI via the Internet. Restarted Network component	
15021	4/3/2000	yes	Customer reporting that system froze while submitting CSRs and Number Portability Service Orders in the Web GUI via the Internet. Cleared while under investigation.	
15197	4/4/2000	No - Slow Response	Multiple CLECs reported slow responses while using the Web GUI via the Internet.	15200
15206	4/5/2000	No - Slow Response	Multiple CLECs reported slow responses while accessing the Web GUI through the Internet.	
15236	4/5/2000	No - Transaction-specific	Multiple CLECs received error messages in processing Loop Qualification transaction	15248
15295	4/5/2000	No - Transaction-specific	Multiple CLECs reported error messages in processing CSR transaction	15300, 15303 15304, 15314
15380	4/6/2000	yes	Customer reported error messages while accessing Web GUI. Restarted application script.	15386
15436	4/6/2000	No - Transaction-specific	Multiple CLECs reported error messages in processing ADV transaction.	15414, 15415 15440
15442	4/6/2000	No - Transaction-specific	Multiple CLECs reported no acknowledgments in processing Directory Listing transaction.	15456
15549	4/7/2000	No - Transaction-specific	Multiple CLECs reported error messages in processing Loop Qualification transactions.	15550, 15554
15615	4/7/2000	yes	Multiple CLECs reporting Web GUI is very slow or that they could not log in. Operations reconfigured LDAP server.	15542, 15553, 15559, 15561, 15566, 15567, 15568, 15569, 15570, 15571, 15572, 15573, 15574, 15575, 15576, 15577, 15578, 15579, 15580, 15581, 15582, 15585, 15586, 15587, 15588, 15589, 15590, 15591, 15592, 15593, 15596, 15597, 15599, 15600, 15601, 15602, 15603, 15604, 15605, 15607, 15608, 15609, 15610, 15611, 15612, 15613, 15614, 15618, 15619, 15621, 15627, 15629, 15634, 15635, 15636, 15637, 15638, 15643, 15644, 15645, 15646, 15647, 15648, 15649, 15650, 15652, 15656, 15657, 15662, 15663, 15668, 15669, 15670, 15671, 15674, 15675, 15676, 15677, 15678, 15679, 15680, 15681, 15682, 15683, 15684, 15685, 15686, 15687, 15688
15790	4/10/2000	yes	Multiple CLECs reporting that the Web GUI is slow or they are receiving error when logging in. Using load balancer, removed .73 Web GUI application server from server pool.	15796, 15836 15806, 15831 15830, 15821 15820, 15818 15806, 15802 15801, 15800

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16112	4/12/2000	No - Transaction-specific	Multiple CLECs reported no acknowledgments in processing Directory Listing Request.	16124
16559	4/17/2000	yes	CORBA customer reporting timeouts for ADV transaction. Restarted CORBA server.	
16597	4/17/2000	No - Transaction-specific	Multiple CLECs reported intermittent error messages in processing CSR transactions.	
16601	4/17/2000	No - Transaction-specific	Multiple CLECs reported timeout error messages while processing ADV transactions.	16602, 16638 16659
16718	4/18/2000	No - Transaction-specific	Multiple CLECs reported no responses while processing ADV and Loop Qualification transactions.	16713, 16702 16721, 16724 16725, 16735 16740, 16744 16745, 16754
16845	4/18/2000	No - Slow Response	Multiple CLECs experienced slow responses while accessing the Web GUI via the Internet.	
16875	4/18/2000	yes	CORBA customer reporting timeouts for CSR and ADV transactions. Failed over to backup CORBA server.	
16868	4/18/2000	yes	CORBA customer reporting timeouts for ADV transaction. Cleared while under investigation.	
17018	4/20/2000	yes	Customer reporting timeouts for Parsed CSR transactions. Reestablished the connection between CORBA and CSR Parser	
17164	4/21/2000	No - Transaction-specific	Multiple CLECs reported error messages while processing CSR transaction	17166, 17168 17174, 17175 17176, 17177 17180, 17186 17198
17841	4/27/2000	No - Transaction-specific	Multiple CLECs reported timeout error messages while processing DLR transactions.	

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18077	5/1/2000	yes	CORBA customer reporting timeouts for Parsed CSR transactions. Verizon and customer restarted servers.	
18135	5/1/2000	yes	CORBA customer reporting timeouts for Parsed CSR transactions. Verizon and customer restarted servers.	
19367	5/3/2000	yes	Envview monitoring and Web GUI customers reporting transaction timeouts. Split out LDAP server.	19368, 19369 19377, 19378 19391, 19394 19396, 19397 19398, 19399 19400, 19401 19402, 19403 19404, 19405 19412, 19413 19414, 19415 19416, 19417 19424, 19425 19426, 19427 19428, 19436 19437, 19448 19449, 19450 19451, 19452 19453, 19454 19455, 19460 19461, 19462 19463, 19464 19465, 19472 19479, 19480 19490, 19496 19502
19936	5/5/2000	yes	CORBA customer reporting timeouts on pre-order transactions. Forced network traffic to use the primary router.	
19942	5/5/2000	yes	Customers reported difficulty reaching pre-order EDI boxes. Forced network traffic to use secondary firewall.	
20042	5/5/2000	yes	Customer receiving no response for CSR transactions. Forced all network traffic through Firewall FW2.	19945
20149	5/8/2000	yes	Multiple CLECs reporting no access to Web GUI via the Internet. Operations restarted LDAP server.	20148, 20252
20150	5/8/2000	yes	Multiple CLECs reporting no access to Web GUI via the Internet. Operations restarted LDAP server.	20151, 20152 20153, 20154 20155, 20156 20157, 20161 20162, 20163 20169, 20170 20171
20186	5/8/2000	yes	EDI customer reporting timeouts for CSR and ADV transactions. Reset server configuration.	
20288	5/9/2000	yes	Multiple CLECs reporting no access to Web GUI via the Internet. Operations restarted LDAP server.	20289, 20290 20291, 20292 20293, 20295 20300, 20301 20302, 20304 20318, 20319 20320, 20321
20333	5/9/2000	yes	EDI customer reporting no response for CSR and ADV transactions. Restarted EDI servers.	
20451	5/10/2000	No - No problem detected.	CLEC reported problem processing Service order and preorder transactions using EDI	
20577	5/11/2000	yes	Internal Verizon CORBA alarms were triggered for CSR transactions. Restarted DCF port 4163 and CORBA server.	
21272	5/12/2000	yes	Multiple CLECs reporting no access to Web GUI via the Internet. Reconfigured LDAP server.	21275, 21276 21277, 21301 21303, 21304 21305, 21306 21307, 21308 21309, 21310 21311, 21312 21315, 21316 21317, 21318 21268, 21269 21271, 21273 21278, 21280 21281, 21282 21283, 21297

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May 2000

Lead Ticket	Date	Interface Unavailable	Reason/ Resolution	Related Tickets
21297	5/12/2000	No - Slow response	Multiple CLECs reported slow responses while using the Web GUI through the Internet.	21296, 21338 21339, 21340 21341, 21342 21343, 21345 21350, 21351 21353, 21355 21356, 21358 21359, 21360 21361, 21375 21376, 21377 21378, 21379 21386, 21387 21388, 21389 21390, 21391 21392, 21398 21399, 21400
21525	5/13/2000	No - No problem detected.	CLEC reported timeouts processing ADV transactions using EDI.	
21712	5/15/2000	yes	Multiple CLECs reporting slow response or were kicked back to the login screen. Restarted application server.	21667, 21713 21714, 21731 21748, 21764
21900	5/16/2000	yes	Multiple CLECs reporting slow response or were kicked back to the login screen. Made Netscape parameter change.	21927, 21944 21945, 21946 21947, 21962 21963, 21964
21998	5/16/2000	yes	Multiple CLECs reporting slow response or were kicked back to the login screen. Made Netscape parameter change.	21949, 22005
21999	5/16/2000	yes	Multiple CLECs reporting slow response or were kicked back to the login screen. Automation restarted LDAP server.	21910, 22006 22008, 22009 22059, 22070 22082, 22084
22247	5/17/2000	yes	Multiple CLECs reporting slow response or were kicked back to the login screen. Automation restarted LDAP server.	22176, 22332 22349, 22351 22354, 22378 22406, 22412 22413, 22414
22358	5/17/2000	yes	Multiple CLECs reporting slow response or were kicked back to the login screen. Automation restarted LDAP server.	22352, 22314
22527	5/18/2000	No - Transaction-specific	Multiple CLECs reported no response in processing Directory Listing request.	22488
22739	5/19/2000	yes	CLEC unable to access Web GUI via the Internet. Restarted the proxy server.	
23577	5/23/2000	No - Transaction-specific	Multiple CLECs reported no response in processing ADV transactions while using EDI	23595
23622	5/24/2000	No - CLEC issue	CLECs reported timeout error messages in processing CSR and ADV transactions while using CORBA.	
23895	5/25/2000	yes	Enview monitoring reporting no response for preorder transactions on ECX4. Performed file maintenance.	
24195	5/26/2000	yes	Customer and Enview monitoring reporting no response for pre-order transactions on ECX4. Performed file maintenance.	
24465	5/30/2000	yes	Customer reporting inability to submit pre-orders for NY via CORBA application. Restarted CORBA application.	

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Trouble Tickets for CLEC-Reported Pre-Order Interface Problems
June 2000

Lead Ticket	Date	Interface Unavailable	Reason/ Resolution	Related Tickets
24989	6/1/2000	No - CLEC issue	CLECs reported error messages in processing ADV transactions while using the Web GUI via the Internet. CLEC data issue.	
25277	6/3/2000	No - back-end shared OSS unavailable	CLEC reported inability to process ADV transactions.	25257, 25275
25358	6/4/2000	yes	Multiple CLECs reporting timeouts for ADV and CSR transactions on EDI via ECX3. Restarted processes on ECX 3 box.	
25635	6/6/2000	yes	Multiple CLECs reporting no response while accessing the Web GUI via the Internet. Cleared while under investigation.	25646, 25647 25648, 25649 25652, 25664
25672	6/6/2000	yes	Multiple CLECs reporting Web GUI is very slow or that they could not log in. Cleared while under investigation.	25673, 25674 25683, 25684 25695, 25708 25712, 25713
25893	6/6/2000	yes	EDI customer reporting timeouts on pre-order. Restarted processes on EDI servers.	
26113	6/7/2000	yes	Multiple CLECs reporting no access to Web GUI via the Internet. Restarted the application servers.	26154
26943	6/12/2000	yes	CORBA customer reporting problems with the interface. Restarted application servers.	
27080	6/12/2000	No - back-end shared OSS unavailable	Multiple CLECs reported error messages in processing ADV, CSR and Loop Qualification transactions.	
27112	6/13/2000	yes	Customer reporting no response for transactions through the Web GUI. Restarted the application server.	
27602	6/15/2000	yes	Multiple CLECs reporting no access to Web GUI via the Internet. POWER FAILURE IN DATA CENTER. Restarted servers and load balancers.	27532, 27533 27558, 27559 27586, 27587 27588, 27589 27604, 27605 27606, 27607 27609, 27610 27612, 27632 27633, 27634 27635, 27668 27674, 27675 27676, 27677 27678, 27679 27686, 27687 27688, 27689 27690, 27705 27722, 27740 27741, 27743 27746, 27747 27748, 27755 27757, 27784 27842, 27843 27844, 27845 27846, 27847 27848, 27849
28166	6/16/2000	yes	Multiple CLECs reporting no access to Web GUI. Database server was restarted.	
28190	6/17/2000	No - Slow response	Multiple CLECs reported slow responses while using the Web GUI via the Internet.	28208, 28209 28210, 28211 28212, 28213 28214, 28215 28216, 28217
28227	6/17/2000	yes	Multiple CLECs reporting problems accessing the Web GUI. Cleared while under investigation.	28228, 28229 28230, 28231 28238, 28239 28240, 28241 28242
28292	6/18/2000	No - Transaction-specific	CLECs reported error messages while processing CSR transactions.	
28391	6/19/2000	No - Not preorder	Multiple CLECs reported errors while processing service orders in Web GUI.	28389, 28390 28363
28754	6/20/2000	yes	Enview monitoring reporting timeouts for transactions through Web GUI. Performed file maintenance.	

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Lead Ticket	Date	Interface Unavailable	Reason/ Resolution	Related Tickets
28814	6/20/2000	yes	Multiple CLECs reporting error messages while accessing the Web GUI via the Internet. Digital Certificates for the Web GUI were renewed.	28822, 28823 28824, 28825 28832, 28833
28442	6/21/2000	yes	Web GUI customer reporting problems accessing direct access server through Gauntlet firewall. Cleared while under investigation.	
28906	6/21/2000	yes	Multiple CLECs are reporting no responses while accessing Web GUI. Using load balancer, removed .70 Web GUI application server from server pool.	28923
29671	6/26/2000	yes	Multiple CLECs are reporting no responses while accessing Web GUI via the Internet. Performed router configuration changes and replaced hardware.	29666, 29726 29727, 29730 29733, 29732 29683, 29682 29762, 29764 29765, 29767 29798, 30063 30064, 30065 30062, 29784 29799, 29800 29801, 29756 29748, 29747 29745, 29744 29737, 29736 29735, 29734
29931	6/26/2000	yes	Multiple CLECs reporting that they are unable to log into the Web GUI via the internet. Authorization access list was corrected	29925, 29933 29934, 29935
30122	6/27/2000	yes	Multiple CLECs reporting timeouts and slow responses while accessing the Web GUI via the Internet. Fixed router hardware issue.	29671, 30074 30950, 30146
30236	6/27/2000	yes	CORBA customer reporting timeouts on preorder transactions. Restarted application servers.	
30444	6/28/2000	yes	EDI Customer reporting errors submitting transactions to ECX3 and ECX4. Restarted processes on ECX3 and ECX4.	

Record Request 330
 Trouble Tickets for CLEC-Reported Pre-Order Interface Problems
 July 2000

Lead Ticket	Date	Interface Unavailable	Reason/Resolution	Related Tickets
32267	7/10/2000	No - Transaction-specific	Multiple CLECs reported error messages in processing DLR and Loop Qualification transaction.	
32817	7/13/2000	yes	CORBA customer reporting timeouts for CSR transactions. Failed over to backup CORBA server.	
33294	7/17/2000	No - Transaction-	CLECs reported error messages in processing Directory Listing Request	
33459	7/17/2000	No - Not preorder	Multiple CLECs received error messages in processing Service order transaction.	
33590	7/18/2000	No - Not preorder	Multiple CLECs received error messages in processing Service order transaction.	
33981	7/20/2000	No - Transaction-specific	Multiple CLECs reported error messages in processing ADV and Loop Qualification transaction.	